



**Shuswap Association
for Community Living**

ANNUAL REPORT

2019

*Envisioning a Caring and Supportive Community
Where all People with Diverse Abilities are Valued*



THE AGENCY

The Shuswap Association for Community Living has been providing services and support for people with intellectual disabilities and their families since 1963. Although the majority of our clients are 19 or over, we provide services to some youth as well. We have a dedicated volunteer Board of Directors, and the Executive Director oversees all aspects of daily operations.

VA
Persons Su

BILL OF RIGHTS

1. Be included
2. Employment
3. Choose what I do in a day
4. Have time to think
5. Schedule my own time
6. Have fun in my day
7. Receive support
8. Speak for myself
9. Good medical care
10. Be treated with respect
11. Live in a safe place
12. Have privacy of space
 - People should not touch or take my things without asking
 - People should not look through my things without my permission
 - I decide who can come into my private space
 - People should knock before entering my space
 - Everyone has the right to privacy
13. I have the right to privacy for my body
 - No one is allowed to come into my room while I am getting dressed
 - No one should touch me in a way I don't like
 - People should ask my permission before they touch me
14. I have the right to Confidentiality
15. I decide who gets information about me
16. I decide whether to give information or answer question
17. Acknowledgement
18. I will communicate in my own way
19. I will self-advocate



MISSION

Shuswap Association for Community Living creates opportunities and provides support to optimize the potential of individuals with diverse abilities in our community.

VISION

We envision a caring and supportive community where all people with diverse abilities are valued

VALUES OF OUR Persons Supported

Persons Supported were asked what values were most important to them. This is what they had to say....



VALUES

The Shuswap Association for Community Living exists to provide the appropriate support and services to improve the quality of life on an increasing number of individuals with intellectual disabilities through cost effective stewardship of resources. SACL will increase and promote community awareness, knowledge, understanding and all-inclusive acceptance of individuals with intellectual disabilities.

FRIENDSHIPS & RELATIONSHIPS

Supporting current relationships with family and friends. Getting out in the Community to take the opportunity to meet new friends.



MEANINGFUL ACTIVITIES

Choosing and participating in activities that mean something to **ME**. Pursuing interests that help me reach my personal goals.



LIFE LONG LEARNING

To continuously explore learning, new experiences and educational opportunities



HAVING A SAY

Expressing my feelings and needs to others. Being heard and respected for my point of view.



BEING SAFE & HEALTHY

I have the right to be safe, physically, mentally, and emotionally. To live in a safe environment where my well-being is important to everyone around me.



A WELCOMING COMMUNITY

Being able to participate in my community through employment and recreational activities.



HONOURING THE PAST & EMBRACING THE FUTURE

Remembering the people, places and things I enjoyed from the past, and learning new things to prepare for the future.



MESSAGE FROM THE BOARD CHAIR



JACQUIE BOLEN

Jacquie has spent many years supporting persons with intellectual disabilities. She has sat on the SACL Board of Directors for 8 years, and has been Board Chair for 6 years. We thank Jacquie for all her supportive dedication!

When you sit on a board the number of allotted years until you must step down, it can be a humbling experience. Because like it or not, things are going to be different. Maybe not better, hopefully not worse, but different.

As BC Green Party, Andrew Weaver, stated when trying to change the laws limiting the number of years an MLA might sit in the legislature, that if you haven't achieved what you set out to do in six years, then you probably aren't going to achieve it.

I don't remember exactly the lofty goals I set for myself eight years ago, or if I have achieved them, but I still want the best possible housing, home-share providers, day-programs, recreation and employment situations for the people we serve.

I hope that in my time on the board, I have helped the board to work toward the best of all situations for our people supported and look forward to seeing the board continue to do so in the future.

Shuswap Association for Community Living's Volunteer Board of Directors 2018/2019

Jacquie Bolen - Board Chair
Dwayne Burdeniuk - Vice Chair
Lisa Bennett - Secretary Treasurer
JoAnne Pringle - Member
Rhoderik MacFarlane - Member



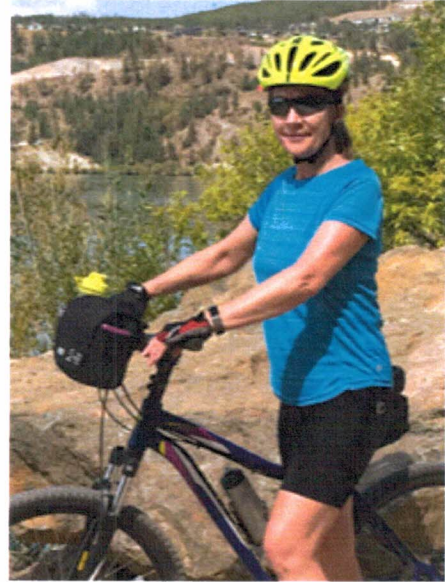
MESSAGE FROM THE EXECUTIVE DIRECTOR

Strategic Highlights 2018 - 2019

1. Acquire new space for programming and administration: As stated in last years' report, the agencies present financial situation supports our existing debt load, but we require a significant increase in net income to have the capacity to take on additional mortgage debt.
2. Explore and Initiate a strategic partnership to enhance sustainability:
 - (a) regretfully our clothing bin partnership with Inclusion BC and Value Village ended this year. Due to the unfortunate death of individuals who had been caught in clothing bins in the Vancouver area, Inclusion BC made the ethical decision to pull the bins for redesign so that these types of incidents would not occur. During that time Value Village decided to not review the contracts with Inclusion BC. Much effort was put into finding an alternative partnership, but we were unsuccessful.
 - (b) During the last year a number of agencies formed the "Shuswap Community Resources Coalition". Members are: NOSBIS, CMHA, Enderby & District Community Resource Center; Eagle Valley Community Society, Eagle Valley Senior Citizens Housing Society, Salvation Army, Hospice, Immigrant Services, ASPIRAL, Shuswap Children's Association, SAFE Society, LASS, Seniors Resource and Referral, Family Resource Centre, N/S Community Resources.

Partnerships the group have agreed to work on:

 - Sharing resources for common professional development requirements
 - Creating a Strategic Plan for the Group
 - Helping Staff and volunteers with a Work/Life Balance strategies
3. Expand/grow services:
 - (a) We continue to provide additional employment Services into Enderby, Sicamous and Malakwa. We have not added any Home Share Services to the Agency. Despite efforts, we are finding it challenging to find individuals interested in Home Sharing. This is an issue provincially.
 - (b) Our Cluster Living Service through our 5th Street Complex has been slow to develop. The role of staff is to assist in life



JO-ANNE CRAWFORD

Jo-Anne is celebrating her 12th year as Executive Director for SACL.

Her focus and accomplishments include consistent expansion and improvement of services, increased capacity to provide services for additional Persons Supported, agency relocation to a central, accessible downtown location, promotion & support of one of the top Community Employment service models in BC, and exploration of beneficial community partnerships with Provincial and local organizations.

In 2015 Jo-Anne fostered a partnership with Inclusion BC to embark on our "Clothing Bin Initiative", which is a province wide collaboration with **Inclusion BC**, to collect clothing. All proceeds go directly to the agency and to the persons we support.

Jo-Anne has a Bachelors Degree of Arts from Simon Fraser University and has worked in Community Services for over 30 years.

MESSAGE FROM THE EXECUTIVE DIRECTOR (CONTINUED)

in skills that promote independence through basic life skills such as grocery shopping, how to use local transit, finances, cooking, etc. As of March 31st, 2019 we had residents in only 2 of the Units, and the 3rd unit was rented out to another Community Living agency as they waited for the construction of a new group home. We continue to work with CLBC to find suitable recipients of this service.

4. Maintenance Goal – In our effort to respond to our current consumer base and deliver the highest quality of programs possible:
 - (a) During the last 12 months we began the process of having all staff trained in Mandt. The Mandt System is a comprehensive, integrated approach to preventing, de-escalating, and if necessary, intervening when the behavior of an individual poses a threat of harm to themselves and/or others. The focus of Mandt is on building healthy relationships between all the stakeholders in human service settings in order to facilitate the development of an organizational culture that provides the emotional, psychological, and physical safety needed in order to teach new behaviors to replace that behaviors that are labeled “challenging.”
 - (b) Staff now have access to on-line training in multiple topics related to the persons we support that are pertinent to this sector – “Open Futures Learning”
 - (c) In late 2018 our agency participated for a second time in the “Include Me!” Quality of Life Initiative Survey. On October 8, 53 individuals who access our services participated. In this survey process they were asked to provide information about their quality of life in the areas of well-being (emotional, physical, material), independence (personal development, self-determination), and social participation (rights, interpersonal relations, social inclusion). The survey used to collect this information is based on a framework that was developed, extensively researched and internationally validated by Dr. Robert Schalock. It is a framework that applies to all people whether they have a disability or not. It gives a universal language to talk with the individuals we serve about the things that are important to everyone and how we can collectively work together to improve the quality of life of those we serve.

Since our first survey in 2014 – 2015 we saw some very slight decreases in some overall scores, but increases in areas that are quite challenging to obtain: Personal Development; Self-Determination and Rights. We, and CLBC were very pleased with our results.

Our Donations/Grants for the year totalled \$3,427.95 We would like to thank the following individuals/businesses/:

Terrim Properties Ltd. (Chances Casino) - \$1,370.45
The Royal Canadian Legion 50/50 - \$ 795.00
Elks Lodge - \$ 500.00
Salmon Arm Storage - \$ 450.00
Anonymous - \$112.50
Salmon Arm Fire Fighters - \$ 100.00
Linda Shopf - \$100.00

We would also like to recognize the City of Salmon Arm Grants-in-Aid for 2019: \$1,150.00

Total Increase in Wages for Union Staff Between April 1 2018 and March 31 2019

- April 1, 2018 – 2.5 %
 - February 1st, 2019 - 1% General Wage Increase (Economic Stability Dividend)
- Total Increase in staff wages for 2019 = 3.5%

I would like to take this opportunity to thank the Board members, our staff, employers and funders. Your dedication and commitment affects the quality of the services that we are able to provide to the community. Your contribution of supporting people to achieve their successes to be involved, contributing members of the communities they live in makes it all possible.

CARF ACCREDITATION

ASPIRE TO EXCELLENCE



Why Does Accreditation Matter?

Persons Supported face a variety of options when deciding what services to use and who should provide those services. Accreditation is a sign of quality and is an important consideration in their decision making process. They look for CARF accreditation in their choice of treatment for addiction and substance abuse, rehabilitation of a disability, home and community services, retirement living, and other health and human services.

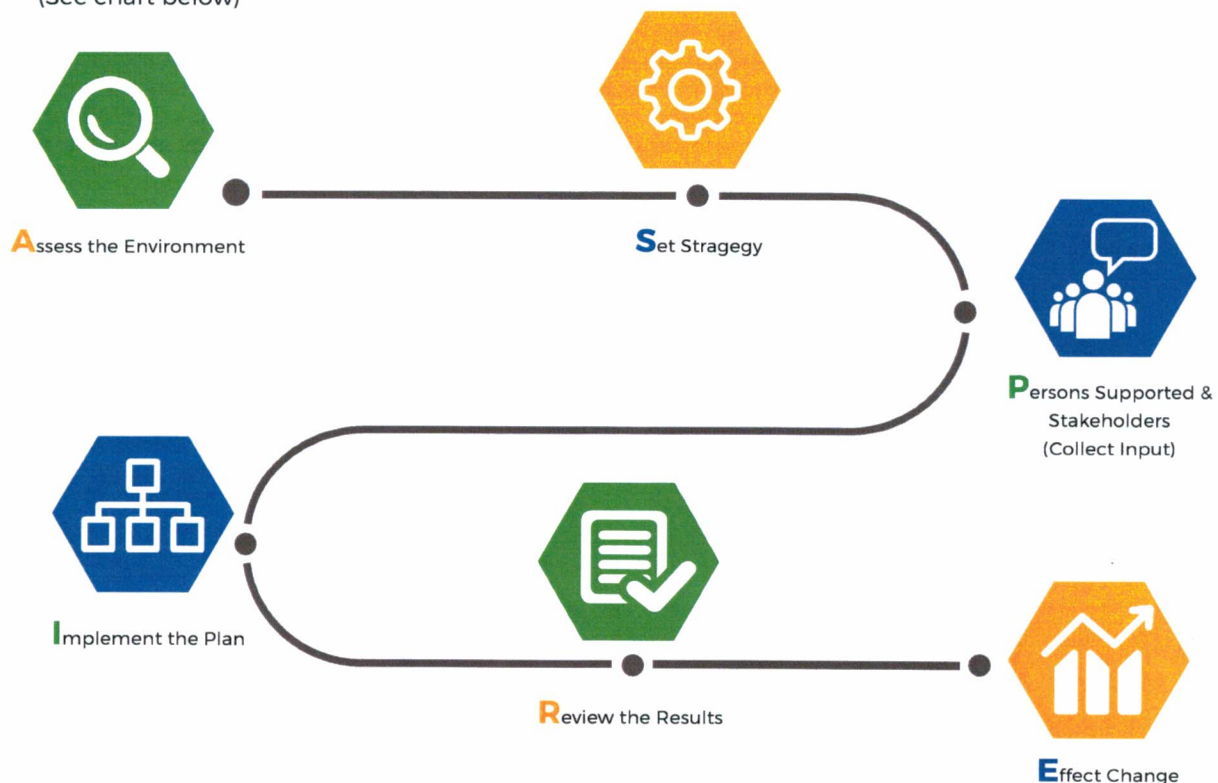
The value of accreditation goes beyond a competitive distinction for service providers and a framework for continuous quality improvement.

How is Accreditation Achieved?

Achieving accreditation requires a service provider to commit to quality improvement, focus on the unique needs of each person the provider serves, and monitor the results of services. Every 3 years a survey team comes to the organization to apply over 1500 required standards. Once the assessment is complete, strengths, suggestions and recommendations for improvement are included in the final report. SACL reviews the results and solidifies or expands on our strengths, and effects change to improve in areas of recommended changes. Accreditation is an ongoing process of evaluation and effecting positive change for the best service provision results possible.

What is 'Aspire to Excellence'?

Aspire to Excellence is an acronym for successful accreditation and superior service provision (See chart below)





WHO WE ARE

Shuswap Association for Community Living has been providing services and supports to optimize the potential of adults and youth with developmental disabilities since 1963.

Our volunteer Board of Directors is made up of dedicated, community minded individuals who are committed to the delivery of high quality services.

SACL is the proud recipient of the 2006 Continuing Achievement Award, and the 2011 Community Booster Excellence Award presented by the Salmon Arm Business Excellence Awards.

SACL is a non-profit, charitable organization. Funding is provided through Community Living BC (CLBC), grants, small contracts, and fundraising initiatives.



Donations are also accepted and greatly appreciated.

OUR SERVICES

SACL provides a variety of quality (accredited) support services to youth and adults with developmental disabilities and their families in Salmon Arm, the Shuswap, Thompson, and Okanagan areas, including Armstrong, Enderby, and Malakwa. Although all recipients of services are generally referred through CLBC, we also provide a fee for service option for those who require services that are not eligible for provincial funding. We strive to create communities where people with developmental disabilities have more choices about how they live, work, and contribute. Our Services include:

- 01** COMMUNITY INTEGRATION SERVICES
- Health, Wellness & Life Skills Services (HWLS)
 - One-to-One Community Supports (PEP)
 - Community Connector Network (CCN)

- 02** COMMUNITY EMPLOYMENT SERVICES
- Job Development
 - Employment Supports

- 03** SUPPORTED LIVING SERVICES
- Providing Persons Supported who live independently in the community with assistance in the activities of daily living.

- 04** HOME SHARE SERVICES
- SACL contracts with paid community members to share their home and life with an individual who has a disability.

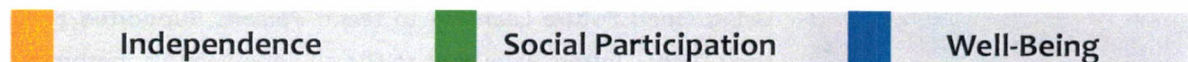
- 05** HOST AGENCY
- SACL works with CLBC to provide required services and assist families to hire support staff that meets their needs.



SERVICE PROVISION STANDARDS

What is Quality of Life?

Quality of Life is an internationally validated framework developed by Dr. Robert Shalock. Quality of life is represented by eight domains that provide an indication of an individual's quality of life in three broad areas;



The 8 Domains of Quality of Life



SACL uses the 8 domains above to work with Persons Supported to help develop personal goals that are specific, measurable, attainable, relevant and time-bound (also known as SMART objectives)

S.M.A.R.T OBJECTIVES

One of the biggest benefits of setting goals is that they allow Persons Supported to make their own dreams a reality. By setting goals and having a plan to achieve those goals, Persons Supported can bring them to fruition.

Setting goals helps bring clarity and focus to what they are doing. Basically, goals become a road map to the desired destination.

Anyone can set goals, but for goals to become a reality, we must use an effective philosophy for setting them.

SACL uses the SMART philosophy to encourage Persons Supported develop their own goals that are important and specific to each individual.

S SPECIFIC
WHAT WOULD YOU LIKE TO SEE HAPPEN?

M MEASURABLE
HOW DO YOU KNOW WHEN THE GOAL IS ACHIEVED?

A ATTAINABLE
IS THE GOAL REALISTIC AND ATTAINABLE?

R RELEVANT
IS THE GOAL IMPORTANT TO THE WANTS AND NEEDS OF THE PERSON SUPPORTED?

T TIME BOUND
DOES THE GOAL HAVE A SPECIFIC TIME FRAME FOR COMPLETION OR REVIEW?

SERVICES - COMMUNITY INCLUSION



HWLS HIGHLIGHTS & LOOKING TO THE FUTURE

Health Wellness and Life Skills services encompasses volunteer services as well as the program at 103-371 Hudson Avenue.

There are 34 individuals who use these services; some full-time and others attend part-time. We are contracted to support on average 24 persons supported 5 days per week for 6.5 hours per day. We ran at, or just over this capacity for the entire year. There are individuals in Salmon Arm and area who have put in requests to CLBC for these types of services, so next year we will be working with CLBC to discuss some options to increase capacity.

Conversations have begun with CLBC to create new capacity in HWLS by aging out some of the individuals to more appropriate services and making room to provide services to young people graduating from school.

Health, Wellness & Life Skills Services (HWLS)

Persons supported continue to enjoy activities that provide for regular exercise, learning, fun, and friendship. Activities this year included:

Using Open Future Learning to teach Persons Supported about their Rights, letters were sent to the city about public bathrooms and another about accessibility (how poor the sidewalks are for wheelchairs and walkers), Cherice Pottery, tours of Jansen's Dairy Farm and Farmers John's Market; Davison's Orchard U Pick Apple and a Pumpkin Tour; a trip to Twin Heart Animal Sanctuary; theme days such as "National Kazoo Day" and "Tongue Twister Day"; volunteering through Christmas Kettles at the Mall, and a Tour of Global TV in Kelowna.

The Legion generously include us in the list of organizations that benefit from their 50/50 draw and several SACL staff and management have volunteered their time to make this happen. \$795.00 was raised in 2018. Because of these funds we have been able to continue to offer: Chair Yoga, Art Classes at Meikle Studios, several trips on Heaven Can Wait pontoon boat, as well as purchase additional art and craft supplies.

Persons Supported continue to conscientiously do volunteer work at the following locations: Salvation Army Food Bank, Churches Salmon Arm Thrift Store, RJ Haney Heritage Village & Museum, Bastion Care Facility, Shuswap Family Resource and Referral Society, Shuswap Family Daycare, SPCA, Shuswap Lodge, and Turtle Valley Donkey Refuge.

Everyone at SACL would like to thank the following businesses for donating their refundable beverage containers. Over the past year \$2,043.20 was received. These donations have helped pay for parties and special events through the year – Halloween Party, Christmas Party, Bowling Challenge, and Summer Splash.

Braby Motors – Buckerfield's – Centenoka Mall – Courthouse – SASCU – CSRD – Gemm Diesel – Hilltop Toyota – Home Building – Lakeside Printing – Landmark Forestry Management – Living Waters Church – Mascon – MCFD – Milestone Fabricating – NAPA – Salmon Arm Observer – Salmon Arm Recreation (Ice Rink) – ReMax – Salmon Arm Truss – Sila Grow – Super Self-storage – TakeZushi – Trademark Glass – Tri-Crown – Westside Towing – and some private donors.

SERVICES - COMMUNITY INCLUSION

One to One Community Supports

We promote full citizenship for the people we support. We support community based opportunities to individuals to develop skills and abilities that promote self-esteem and independence through productive meaningful activities in recreation, leisure, volunteerism, employment and skill development.

Many of the people we support in our Community Inclusion programs take great pride in giving back to their community. We facilitate volunteer opportunities, such as Salvation Army Food Bank, Churches Thrifts Store and spending time with seniors in long-term care facilities. Volunteering gives many of our participants a great sense of purpose and belonging in addition to building skills and expanding their social network.

Support Services for daily living are provided to an individual or group to promote rich lives and community inclusion through residential living, employment, skill development and individual supports. We provide assistance in managing the aspects of everyday life to maintain either independent or semi-independent lives. We assist with skill enhancement including areas of computers, literacy, and finances.

Regardless of the activities/programming they engage in, the people who are part of our Community Inclusion programs enjoy spending time in a welcoming environment that fosters friendship, builds connections with community, and recognizes the strengths and talents of everyone.

Community Connector Network

The Community Connector Network [CCN] assists individuals to develop social support networks in their community. SACL's Community Inclusion Worker assesses the person's interests, lifestyle, safety, and support needs to develop a plan to increase their involvement in the community.

We started the year by looking at individuals who were receiving services and determining whether or not their needs actually fit with the purpose of the program. We discovered that many people were actually requiring outreach services so they were exited from CCN and referred elsewhere. This created capacity for individuals who wanted short-term assistance connecting with their community.



COMMUNITY INCLUSION HIGHLIGHTS

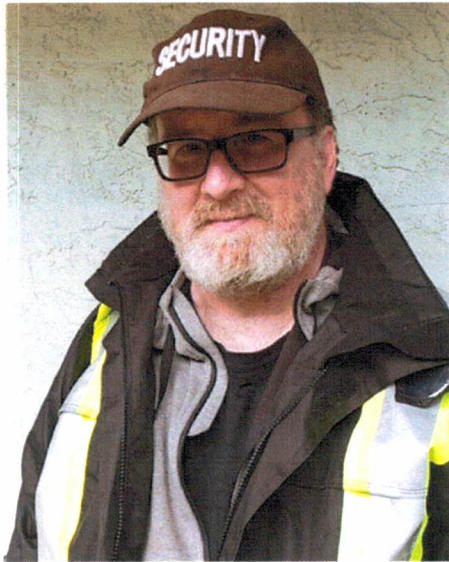
This year, One to One Community Supports has provided services to 22 individuals to access the community in meaningful ways that work for them.

CCN supported 21 individuals to increase their involvement in the community this year. 17 persons contracted for 24 hours per week, with 6 individuals each receiving 4 hours/week of Services.

Supports are provided to develop acquaintances and friendships within shared interests and activities with other community members.



SERVICES - COMMUNITY EMPLOYMENT



COMMUNITY EMPLOYMENT HIGHLIGHTS

SACL provided employment services to 54 individuals between April 1, 2018 and March 31, 2019.

Several individuals exited the program in August of 2018 after determining that they were no longer interested in seeking employment opportunities in the community.



Community Employment Services

SACL's Community Employment Services continue to offer Job Development and Employment Support Services to people with a Diverse Abilities as well as to those covered under Personal Support Initiatives (PSI).

The PSI provides services to adults who have both significant limitations in adaptive functioning and either a diagnosis of Fetal Alcohol Spectrum Disorder (FASD) or Autism Spectrum Disorder (ASD). SACL has provided employment supports to individuals with Diverse Abilities for many years and has become quite adept at finding meaningful employment for these individuals. People with this designation generally find that jobs such as washing dishes, stocking shelves, or cleaning has challenged them enough to meet their need. This gives them a sense of satisfaction as valued members of their community. Over the past year we have had more individuals with a PSI designation referred to our services. We have found that this group of individuals have entirely different expectations of meaningful employment. They would like assistance to work towards an ongoing career in areas such as early childhood education or 3D design and printing. It has therefore been both an exciting and frustrating year as we adjusted how we are assisting people in order to best meet their needs.

We would like to thank the following businesses that have hired and employ people with diverse abilities:

A&W, Andover Town Square, Anytime Fitness, Askew's Uptown Salmon Arm, Askew's Sicamous, Bargain Shop Sicamous, BC Hydro, Boathouse Marine, Boston Pizza, Canadian Tire, Comfort Inn, Churches Thrift Shop, CSRD, Dinoflex, Don Cherry's, Downtown Activity Center, Downtown Improvement Association (DIA), Dr Chu, The Hive, IMMEC Snow Removal, Jacobson Ford, Lander's Lodge, LASS (Literacy Alliance Shuswap Society), Liberty Tax Service, Masonic Lodge, Paws for Play, Salmar Theatre, Salmon Arm Security, Salmon Arm Observer, Shopper's Drug Mart, Shuswap Children's Association, SACL Clothing Bin Initiative, Shuswap Park Holdings, Starbucks, Tim Horton's Downtown, Total Pet, Weight Watcher's, Wendy's, Wil Building

SACL would also like to thank CLBC for providing additional funding to send CES Staff to receive Customized Employment, Self-Employment & Marketing training.

SERVICES - SUPPORTED LIVING & HOME SHARE

Supported Living

Supported Living Services offers support and assistance to individuals in developing their unique potential for independent living, and provides in-home support to enable individuals to maintain their chosen living situation. Enhancing their lives through the resources in the community as well as the encouragement of family support and connections.

Supports focus on health, community, home, personal and social life, employment, and education. We provide assistance in managing the aspects of everyday life to maintain either independent or semi-independent lives. We assist with skill enhancement including areas of computers, literacy, and finances.

Individuals attend Community Based activities of their choice - such as; bowling, basketball, church, hockey games, and special events

Those that chose to work may also have access to our Customized Employment Services so that they can earn their own money and have a sense of wellbeing and inclusion.

Home Share Services

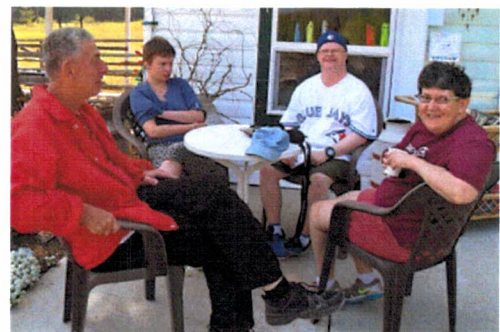
Home Share placements incorporate a model of service where an individual or family is contracted to provide a shared, supported home environment for an individual served by Shuswap Association for Community Living. SACL ensures a good match including ongoing safety and quality assurance.



SUPPORTED LIVING & HOME SHARE HIGHLIGHTS

Supported Living Services has provided supports to 5 individuals this year.

SACL currently provides **Home Share** support services to 7 individuals in our community.



SERVICES - HOST AGENCY SERVICES

SACL IS A HOST AGENCY

Shuswap Association for Community Living is a Host Agency. We work with individuals their families and support systems to arrange and manage the supports and services required to meet the individual goals and expectations of each Person Supported. This service operates 7 days a week at various hours and locations in order to meet the needs of Persons Supported and their families.

PHOTO HIGHLIGHTS - 2018/2019



FUNDRAISING - CLOTHING BIN INITIATIVE

In March of 2015, SACL partnered with Inclusion BC to embark upon this unique fundraising opportunity.

Unlike other clothing bin initiatives, all profits from your clothing bin donations were donated directly to support SACL and local programs and services for adults with developmental disabilities in our own community.

In July, 2015, Our first 3 clothing bins were placed in Salmon arm at Askew's Downtown, Askew's Uptown, and Re/Max Shuswap Realty.

The first year of the initiative was so successful, we were able to put proceeds back into the project for expansion, and in April of 2016, 3 more bins were placed at Gemm Diesel in the Salmon Arm Industrial Park, Askew's Armstrong, and Home Restaurant in Sorrento, expanding delivery locations to the surrounding communities. In November of 2016, SACL placed two more bins at the Chase Chamber of Commerce, and the Tappen Co-op.

In May of 2017, 5 more bins were placed in the community at Mayberry Country Market in Grinrod, the Hive Restaurant in Canoe, Balmoral Store & Chevron, and SACL hosts an 'inside' bin on the third floor of our main location in Salmon Arm. A second bin was also placed at Chase Chamber of Commerce due to the continued success of donations at this location.

In 2015, the clothing bin initiative grossed approximately \$4,857, in 2016 gross income increased to \$17,862, in 2017, revenue increased to \$27,170 and in 2018, revenue almost doubled, reaching \$41,173.

Due to tragic events involving injury and death to a person in the Lower Mainland in relation to clothing bins, in January of 2019, we removed our clothing bins from the community until additional safety modifications could be made. While researching appropriate modifications, Value Village indicated that they would not be renewing their contract with Inclusion BC as a recipient of our collected clothing donations.

Despite research and reaching out to community partners and organizations that may provide an alternative source to purchase our donations, we have been unsuccessful in securing a new purchaser to date, and the clothing bins have not been replaced in the community. This has been a devastating loss of income and community presence for SACL, as well as eliminating 2 employment opportunities for persons we support.

We would like to extend heart-felt thanks to those that provided invaluable support towards the clothing bin initiative to date, including; our bin hosts and community partners, Jeff Stacer and Linda Rohlfs from Re/Max realty (use of van), Lorne Tkaczyk of AAA Mini Storage & Salmon Arm Storage (storage space), and Salmar Theatres & Matthew Hawkins of Hawkins Media, who have donated the time to run our clothing bin commercial in both Salmar Theatre locations. Your contributions are invaluable and appreciated!



SATISFACTION & FEEDBACK

Each year SACL collects input from Persons Supported, Stakeholders, Employers, and Community Partners. This information is collected via one-on-one conversations, data collected from our internal Client Management System, online annual surveys, exit interviews, and suggestion or complaint submissions.

This data is reviewed on an ongoing basis to develop measures to improve our services, and to determine future directives of the organization.

Each year we send out the following surveys:

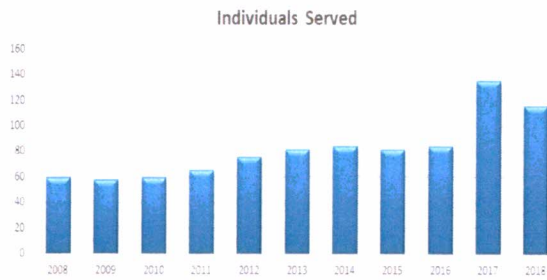
- * Community Inclusion Survey (Persons Supported)
- * Community Inclusion Survey (Stakeholders)
- * Employment Services (Persons Supported)
- * Employment Services (Employers)
- * Supported Living Services (Persons Supported)
- * Home Share Services (Persons Supported)
- * Home Share Services (Service Providers)
- * Staff Satisfaction Survey



SATISFACTION RESULTS - 2018



STATISTICS AND DEMOGRAPHICS



116 people received services from SACL from January 1, 2018 to December 31, 2018. This is a decrease of 14% from the 135 people served in 2017. Both Community Employment Services and Supported Living have increased in 2018.

Trends from 2010 to 2012, clearly indicated a higher female component to the Persons we support. In 2013, we saw a dramatic change that brought the male component higher than the female component by almost 25%. From 2014-2018, the levels moved towards a more equivalent ratio, with the statistics in 2018 once again bringing male Persons Supported to a slightly higher ratio.

A notable increase to Persons Supported in the 61+ age group, as long-term attendees reach retirement age. A decline was noted in the 41-50 age group as well in 2018, most show consistency with the number of Persons Supported, however the 19-30 age range has increased dramatically in the past 2 years, as SACL endeavours to expand services to appeal to younger adults.

Intellectual Disabilities have consistently been the most prevalent for the persons we support. We have been attempting to categorize Intellectual Disabilities into specific categories such as ASD (Autistic Spectrum Disorder), however the challenge is updating the diagnosis for Persons Supported who received their diagnosis prior to the newer categories such as ASD and FASD. We note that both Autism and FASD are on the rise, and Intellectual Disabilities (general category) and Down Syndrome are declining.

Caucasian Individuals continue to be the most prevalent ethnicity served at SACL. SACL has begun broadening the Ethnicity categories to include more defined ethnicities such as those of Asian, East Indian, African, and European decent to better meet the individual ethnic diversities of our Persons Supported. These categories will be reflected in future statistics.

FINANCIAL SUMMARY



2018/2019

Revenue - \$2,380,338
Expenditures - \$2,338,504
Operational Surplus - \$41,834
Amortization - \$(32,868)
Excess (deficiency) of revenue over expenditures - \$10,152

2017/2018

Revenue - \$2,386,125
Expenditures - \$2,246,315
Operational Surplus - \$139,810
Amortization - \$(36,321)
Excess (deficiency) of revenue over expenditures - \$104,254

2016/2017

Revenue - \$1,831,237
Expenditures - \$1,811,380
Operational Surplus - \$19,857
Amortization - \$(38,686)
Excess (deficiency) of revenue over expenditures - \$(14,698)

2015/2016

Revenue - \$1,788,999
Expenditures - \$1,808,815
Operational Deficiency - \$19,816
Amortization - \$(47,059)
Excess (deficiency) of revenue over expenditures - \$(66,775)

2014/2015

Revenue - \$1,686,625
Expenditures - \$1,694,855
Operational Deficiency - \$8,230
Amortization - \$(41,128)
Excess (deficiency) of revenue over expenditures - \$(49,358)

FINANCIAL STATEMENT

The Shuswap Association for Community Living has contracted BDO Canada to conduct our annual 2018/2019 fiscal audit. The final audited financial statement will be available as a separate document at the Annual General Meeting on September 17th, 2019. Financial reporting is collected in the fiscal year, from April 1, 2018 to March 31, 2019.



WELCOME & FAREWELLS

WELCOME

SACL welcomed the following people to our team in, 2018

SACL STAFF:

Kim Anderson
Angela Cox
Kyle Grimm
Karen Hansen
Meagan Hirvinen
Christol Hodgins
Kasey Joseph
Brett Lee
Harinder Mangat
Dani McKee
Wendy Rees
Seana Stirrett
Nicola Wilkin

MOVING ON

Moving on from Shuswap Association in 2018

SACL STAFF:

Gary Arbuckle
Jacquie Elrick
Kyle Grimm
Meagan Hirvinen
Paulette Lavoie
Leanne Torio



THANKS TO ALL THE STAFF, PAST AND PRESENT WHO HAVE COMMITTED THEMSELVES TO PROVIDING QUALITY SERVICES ON BEHALF OF SACL!





CONTACT US



Phone: (250)-832-3885

Fax: (250)-832-1076



www.shuswapaci.com



PO Box 153, Salmon Arm, BC V1E 4N3
Suites 103, 101 & 301 - 371 Hudson Avenue NE



**Shuswap Association
for Community Living**